

SERVICE QUALITY REPORT

2025/2026



SALVADOR BAHIA
AIRPORT

Powered by



Service Quality Indicators - SBSV

KPI	Indicators	apr/25	may/25	jun/25	jul/25	aug/25	sep/25	oct/25	nov/25	dec/25	jan/26	feb/26	mar/26
Direct Services													
Security Inspection Queue Time													
1	Passengers waiting more than 5min (Q)	q 97,24%	96,54%	95,10%	95,09%	98,21%	98,09%	95,73%	94,31%	93,97%	90,58%	87,20%	
2	International Passengers waiting more than 5min (Q)	q	60,00%		91,89%	75,00%	61,70%	52,78%	59,32%	57,69%	61,32%	57,46%	
Equipment Availability													
3	Percentage of elevator availability time (Q)	q 100,00%	99,99%	100,00%	99,81%	99,84%	99,91%	99,86%	99,74%	99,70%	99,84%	99,96%	
4	Percentage of time of availability of escalators and moving walkways (Q)	q 99,98%	99,89%	99,96%	99,71%	99,92%	99,83%	99,90%	99,69%	99,81%	99,81%	99,90%	
5	Percentage of Baggage Processing System Availability Time (Q)	q 99,49%	99,45%	99,36%	99,15%	99,34%	99,49%	99,86%	99,24%	99,31%	99,74%	99,58%	
Air Side Installations													
6	Service on Boarding Bridges* - Domestic Passengers (Q)	q 99,88%	99,83%	100,00%	100,00%	99,90%	99,21%	98,96%	98,88%	99,25%	99,66%	99,57%	
7	Service on Boarding Bridges* - International Passengers (Q)	q 99,62%	99,32%	100,00%	100,00%	100,00%	100,00%	99,66%	100,00%	100,00%	100,00%	100,00%	
Passenger Satisfaction Survey*													
8	Ease of finding your way around the terminal (Q)	q 4,41	4,34	4,32	4,39	4,46	4,45	4,38	4,29	4,50	4,33	4,34	
9	Ease of accessing flight information (Q)	q 4,30	4,28	4,30	4,30	4,38	4,39	4,27	4,21	4,42	4,20	4,34	
10	Bathroom Cleaning (Q)	q 4,31	4,35	4,50	4,32	4,34	4,31	4,36	4,23	4,25	4,22	4,36	
11	Availability of restrooms (Q)	q 4,33	4,42	4,49	4,34	4,46	4,48	4,39	4,39	4,43	4,39	4,54	
12	Availability of official airport operator Wi-Fi (Q)	q 3,55	3,75	3,65	3,85	3,66	3,64	3,51	3,65	3,83	3,77	3,84	
13	Comfort in the boarding area (Q)	q 4,00	4,05	4,17	4,15	4,11	4,04	4,13	4,01	4,05	4,06	4,02	
14	Thermal Comfort (Q)	q 4,23	4,35	4,38	4,39	4,29	4,32	4,37	4,29	4,52	4,28	4,38	
15	Acoustic Comfort		4,10	4,11	4,18	4,18	3,98	4,12	4,23	4,19	4,20	4,18	4,10
16	General cleaning of the airpor (Q)	q 4,44	4,46	4,53	4,50	4,46	4,50	4,51	4,43	4,50	4,50	4,50	
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q 4,27	4,37	4,35	4,52	4,38	4,46	4,49	4,44	4,33	4,49	4,37	
Satisfaction Indexes													
18	Waiting time in the check-in queue		97,59%	96,70%	95,60%	96,49%	94,38%	91,30%	94,62%	95,56%	94,57%	91,60%	94,90%
19	Quality of the airport operator's official parking lots		95,65%	98,31%	92,73%	93,75%	93,10%	92,31%	98,18%	96,36%	90,77%	91,14%	87,69%
20	Price-quality ratio of food at the airport		72,94%	87,06%	71,88%	81,65%	63,33%	63,53%	72,04%	72,45%	69,31%	72,88%	64,52%

* - Rating scale: from 1 to 5

q - Indicators that integrate the Q factor

normative basis:

Resolution No. 372 of December 15, 2015 - ANAC;
Ordinance No. 10.164/SRA of December 29, 2022 - ANAC;
Decision No. 592, of December 28, 2022 - ANAC